

DHS Specialty Care NEWS

End of Summer Edition - 2013

eConsult turns One Year old!

One Year old and still growing

eConsult celebrated its first anniversary in July and it has come a long way from that first month when it started with 2 specialties and 4 clinics. With the addition of new Specialty Services like **Endocrinology, Diabetes** and (going live on September 3rd) **Hepatology and Echocardiograms**, eConsult now offers 14 specialty services.

By the numbers....

14 Specialty Services (Cardiology, Dermatology, Diabetes, Echocardiograms, Endocrinology, Gastroenterology, Gynecology, Hepatology, Nephrology, Neurology, Obstetrics, Ophthalmology, Podiatry, Urology)

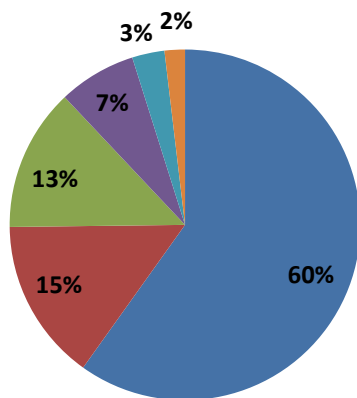
100 DHS Specialty Reviewers

2.3 days = Average Specialty Reviewer response time

120 sites (40 DHS and 80 Community Partner)

1,200+ Primary Care Providers using eConsult System

Submitted eConsults (N=28,208)



- Face to Face
- Patient Needs Addressed
- eConsult in Dialogue
- Directly Scheduled Procedure
- Specialty Change
- Administrative close/cancelled

Introducing the DHS Appointment Service Center

Same Mission, New Name

To highlight our emphasis on customer care and delivering responsive and appropriate specialty services, we have renamed the Central Referral Unit (CRU) as the **DHS Appointment Service Center (DHS ASC)**. Our focus on Patient Centered Specialty Scheduling will remain the same as always.

The DHS ASC has been busy! They have now successfully scheduled **almost 13,000 patients**. A recent assessment of the patients scheduled showed an **average No Show rate of only 15%**! This is considerably less than the No Show rate of 25-40% in patients scheduled via other means.

Specialty Primary Care Workgroups Update

We continue to add specialty workgroups to help us in our specialty care improvement efforts. In addition to our 14 existing workgroups, we are launching workgroups in the important fields of **Rheumatology, Hematology and Otolaryngology (ENT)**. Thanks to all our participants in these groups!

Making a Difference

Recently one of our PCPs wrote to share an exciting patient care experience:

"I have a patient who I referred to Gastroenterology via eConsult for evaluation of rectal bleeding. He underwent prompt colonoscopy and was found to have rectal carcinoma. The tumor was resected in June, 2013. The cancer stage was IB with a greater than 95 per cent cure rate. I saw him recently; he is almost fully recovered. The system worked perfectly and saved a life!"

Nurse Practitioner Training Program

Specialty Care NP's being trained

DHS Nursing Affairs, in collaboration with Charles Drew University, is sponsoring an innovative model to improve access to specialty care across DHS by training **20 DHS nurses as specialty care nurse practitioners**. After training is completed it is expected that these individuals will be assigned to specialty services at DHS sites where they can make the biggest positive difference.

For questions about eConsult use and functionality call the **LA Care eConsult Help Line at 855-532-6652**

For Questions or suggestions about the DHS Appointment Service Center please contact Dawn Flores – dflores@dhs.lacounty.gov

For Information about the SPC Workgroups, please contact Gary Garcia – garygarcia@dhs.lacounty.gov.

Dr. Paul Giboney is available for any eConsult or DHS ASC related questions, ideas or concerns – pgiboney@dhs.lacounty.gov